

PATIENTS PARTICIPATION GROUP. MEETING 21<sup>ST</sup> Feb.

Present. R.Cann, T.Stafford, J.Stokes, C.Hutson, C.Richmond-Neil, C.Cann.

Surgery representation- none.

Minutes of last meeting available on tape .

From the minutes.

- 1) Staff changes. New practice manager Karen Peach, New advanced practice nurse J.Hill.
- 2) Missed appointments. a) are the numbers correct.  
b) what action is taken  
c) what action can we take.
- 3) Opening hours – on screen. ? new job description published.
- 4) Medication reviews.
- 5) Annual surveys. Members of the group are prepared to help with the survey.

**MATTERS OF CONCERN TO BE ADDRESSED URGENTLY.**

- 1) NO MEMBER OF THE PRACTICE ATTENDING
- 2) APPOINTMENTS MISSED- HOW DO WE ADDRESS THIS,
- 3) SURVERY – TIME SCALE.
- 4) PPG NOT NOTIFIED ABOUT CLOSURE OF PATIENT LIST ALTHOUGH QCG TOLD THAT THEY WERE.